

**SAWS OVERSIGHT PROCESSES BINDER
RECORD OF CHANGE LOG**

SECTION NAME: Issue Management
RESPONSIBLE PARTY: Kristine Dudley – ISAWS Liaison
BRIEF DESCRIPTION OF SECTION:

CHANGE LOG

DATE	CHANGE DESCRIPTION/LOCATION	INITIALS

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STATE LEVEL ISSUE TRACKING

In its oversight role as part of the – Statewide Automated Welfare System (SAWS) statewide strategy, the California Health and Human Services Agency Data Center (HHSDC) SAWS has identified the need to maintain a system for the management of issues which arise through the various processes, procedures and discussions within consortia and other entities, including HHSDC. As each consortium reaches particular stages in development, similar issues arise. It is critical to maintaining “statewideness” for responses to such issues to be distributed timely and across the board to all stakeholders. This ensures that everyone is receiving information in the same format from the same entity.

The Statewide Issue Management System is not designed to, and does not, replace existing information channels or processes through which counties/entities seek policy and regulation changes from state and federal agencies.

Roles and Responsibilities:

Full partnerships plays a vital role in the effective operation of the Statewide Issue Management System and the system certainly plays a part in the overall SAWS strategy. The SAWS Oversight staff has primary responsibility for receiving the issues and for the initial review. SAWS Oversight staff refers issue to the appropriate entity and maintain control to ensure timeliness. SAWS Oversight staff relies on the participation of federal and state program administrators to provide complete and timely responses to program issues. Committees such as the Program Steering Committee and the Consortia Implementation Committee are also utilized to develop responses to issues.

Responses are reviewed, packaged and distributed by HHSDC-SAWS to all major stakeholders through the Consortia Strategy Implementation Committee. Issues and responses are retained by HWDC-SAWS for reference.

Procedure for Submitting Issues:

Any consortium or stakeholder, including HHSDC, submits issues for consideration and response. *ISSUES*, for inclusion in the SAWS Statewide Issue Management System, must meet all of the following parameters:

1. Is a Question / Concern / or Idea;
2. Is within the confines of SAWS automation;
3. Has statewide implications (but could be consortia-specific); and
4. Results from or requires a policy decision.

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Tracking System:

SAWS OVERSIGHT STAFF has developed a database for the management of the statewide issues. The database allows direct inquiry as to the status of an issue and it facilitates generating a variety of reports.

For uniformity purposes and to facilitate the submission of issues, an issue identification and response document was developed and is used as follows:

The originator completes the first two sections of the document showing the consortia or group seeking a response, a contact person who can clarify the issue if necessary, a brief description of the issue, the requested due date for a response, and the rationale for any quick turnaround. Section two of the document is used to provide a complete description of the issue (a separate page describing the issue may be attached). Issues are described in context and when possible, include a suggested course of action. When completed, the document is submitted in person, by mail, or faxed to the **SAWS Oversight communication liaison**.

The Issue is reviewed and assigned to the appropriate staff, entered into the database and is given an action priority code and an initial response due date. In general terms, the following priority codes are utilized:

Code 1	Response is required within 30 days
Code 2	Response is required in 30-90 days
Code 3	Response is required in 90 days to 6 months

SAWS Oversight staff forwards the Issue to the appropriate agency/entity/committee for review and response.

Responses, when received, are reviewed for completeness, consolidation and constancy. Final responses are reviewed by HHSDC-SAWS management prior to distribution.

Distribution and Utilization of Responses:

Issues and answers become standard agenda items for the monthly Consortia Strategy Implementation Committee meetings. A status report of all issues is prepared and distributed. If individual issue responses are available, they are also distributed to all stakeholders through the Consortia Strategy Implementation Committee meetings. Information on issues is also included in the monthly SAWS Project Status.

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Tracking and Retention:

Issues are tracked from receipt to closure through the database. An issue is considered "Pending" until a response is developed and distributed. If a recommendation includes long-term activities, such as a legislative or regulatory change, the issue will be classified as "Deferred" and will remain in this status until action is accomplished or until the originator determines not to pursue the long term activity, at which time the issue will be "Closed."